

229876

To: Public Service Commission of SC From: Brandon Foster  
Fax: 803-896-5199 Pages: 2  
Phone: 803-896-5100 Date: May 22, 2011  
Re: Utilities Inc. Rate Hike cc:

☐ Urgent☒ For Review☐ Please Comment☐ Please Reply☐ Please Recycle

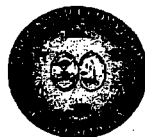
Comments: Please note the enclosed protest against the proposed rate increase by Utilities Inc. - they must be kidding!!!

RECEIVED

MAY 23 2011

CLERK'S OFFICE

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: [contact@psc.sc.gov](mailto:contact@psc.sc.gov)

\* Required Fields

Date: \* May 22, 2011

**Letter of Protest**  
**in Docket \* 2011 - 47 - WS**

[Print](#)[Email](#)**Protestant Information:**Name \* Brandon FosterMailing Address \* 202 Barnacle CircleCity, State Zip \* Lexington, SC 29072 Phone \* 803-808-9747E-mail Brandon.foster@uscmed.sc.edu**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a Utilities Inc. water service customer living in the Seay Cove Community of Lexington, SC. who has been most unsatisfied with the water service provided by Utilities Inc. I have made my dissatisfaction known through a formal complaint lodged with the Public Service Commission and testified at a hearing r/t other complaints lodged against Utilities Inc. in 2010.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

Since taking over water provision services in our community (Seay Cove) in 2008, Utilities Inc. demonstrated an inability to provide accurate and timely billing for services provided, cut off my water service without proper notice, failed to respond to my complaints in a timely manner and made it necessary to file a formal complaint with the Public Service Commission. I was forced out of my home into a hotel when my water service was abruptly cut off for "failure to pay" - which was a gross error on the part of Utilities Inc. NOT ME. Since the Public Service Commission became involved, my bills have been more timely than in the past, but I have no real assurance that similar problems don't loom in our future once the current scrutiny lessens. There was no effort on the part of the company to FIX the problems with multiple customers before being forced by the PSC. This kind of business practice should not be rewarded with a rate increase.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \* (This section should be completed.)**

I testified at the last hearing - and my availability depends on my work schedule which is very hectic. I work as a nurse practitioner with the School of Medicine and it is difficult for me to take time off and upset busy clinic and hospital schedules. I would rather provide a written complaint.